4 Post Office Square Road
Acton, MA 01720
United States
www.nqa-usa.com

COMPANY NAME: FAA- Academy
REPORT NUMBER: S04 Surveillance
AUDIT DATE(s): 6/14/06

MAIN SITE ADDRESS	OTHER SITES VISITED
Mike Monroney Aeronautical Center Oklahoma City, OK 73125	N/A

SCOPE OF REGISTRATION
Design and provisions of training for the personnel of regulation and certification

STANDARD APPLIED		ACTIVITY CATEGORY			
X	ISO 9001		DOC REVIEW	X	SURVEILLANCE- S04
			PRE-ASSESSMENT		REASSESSMENT
			ASSESSMENT		SPECIAL VISIT
					TRANSFER OF REGISTRATION

TEAM LEAD or LEAD AUDITOR	OTHER TEAM MEMBERS
Trudy Keaveney	N/A

ACTIVITY CONCLUSIONS (check all that apply)

X	CONFORMING	1	NUMBER of MINORS RAISED
	NUMBER of OBSERVATIONS or OPPORTUNITIES FOR IMPROVEMENT IDENTIFIED		
X	REGISTRATION RECOMMENDED / CONTINUED REGISTRATION RECOMMENDED		
	CORRECTIVE ACTION SUBMITTAL REQUIRED		WORKING DAYS (from report date)
	ON-SITE REVIEW OF CORRECTIVE ACTION REQUIRED		
	NONCONFORMING WITH MAJOR NONCONFORMANCES		NUMBER of MAJORS RAISED
	REGISTRATION NOT RECOMMENDED		
	SPECIAL VISIT REQUIRED		DURATION (audit days required)

SPECIAL COMMENTS

LEAD AUDITOR	COMPANY REPRESENTATIVE
/S/ **Trudy Keaveney 6/14/06**	*/S/* **Russell D. Burke 6/14/06**

- Signature on this report by the assessed Company Representative indicates that this report, and any nonconformities and observations noted within, has been reviewed and accepted.
- Any nonconformities or observations identified are the result of a limited sampling process.
- The Internal Audit system is deemed effective unless noted otherwise within this report.
- This report remains under established confidentiality agreements between NQA and the assessed organization.
- **Prior to the initial assessment, the organization must have performed a full system internal audit, followed by a documented management review. The quality management system must be understood throughout the organization.**

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ISO 9001 ASSESSMENT MATRIX AND PLANNER

ISO 9001 REQUIREMENTS	LEGEND X = Element Fully Assessed P = Partial Element Assessed E = Exclusions Taken * = Audit each Activity	MANAGEMENT ACTIVITIES	RESOURCE MANAGEMENT	PRODUCT REALIZATION PLANNING	PRODUCT REALIZATION	DESIGN & DEVELOPMENT	S04 Surveillance
4.2.1	DOCUMENTATION GENERAL	X		P	X	P	X
4.2.2	QUALITY MANUAL*	X	X	X	X	X	X
4.2.3	CONTROL OF DOCUMENTS	X		P	P	P	X
4.2.4	CONTROL OF RECORDS	X					
5.1	MANAGEMENT COMMITMENT	X					
5.2	CUSTOMER FOCUS	X		P		P	
5.3	QUALITY POLICY	X					
5.4.1	QUALITY OBJECTIVES*	X	X	X	X	X	X
5.4.2	QMS PLANNING	X					
5.5.1	RESPONSIBILITY & AUTHORITY	X					
5.5.2	MANAGEMENT REPRESENTATIVE	X	P	P	P	P	
5.5.3	INTERNAL COMMUNICATION	X		P	P	P	
5.6	MANAGEMENT REVIEW*	X	X	X	X	X	
6.1	PROVISION OF RESOURCES	P	X				X
6.2.1	HUMAN RESOURCES GENERAL		X				
6.2.2	COMPETENCE, AWARENESS & TRAINING		X	P			
6.3	INFRASTRUCTURE		X	P	P	P	
6.4	WORK ENVIRONMENT		X	P	P	P	
7.1	PLANNING PRODUCT REALIZATION			X	X	P	
7.2.1	DETERMINATION OF REQUIREMENTS			X		P	
7.2.2	REVIEW OF PRODUCT REQUIREMENTS			X	X	P	
7.2.3	CUSTOMER COMMUNICATION			X	X	P	
7.3	DESIGN & DEVELOPMENT				X	X	
7.4.1	PURCHASING PROCESS			X			
7.4.2	PURCHASING INFORMATION			X			X
7.4.3	VERIFICATION OF PURCHASED PRODUCT			X	P		
7.5.1	CONTROL OF PROVISION				X		
7.5.2	VALIDATION OF PROCESSES			X			
7.5.3	IDENTIFICATION & TRACEABILITY				X		
7.5.4	CUSTOMER PROPERTY			X			
7.5.5	PRESERVATION OF PRODUCT				X		
7.6	MONITORING & MEASUREMENT DEVICES				X		
8.1	MEASUREMENT, ANALYSIS & IMPROVEMENT	X					
8.2.1	CUSTOMER SATISFACTION*	X	X	X	X	X	X
8.2.2	INTERNAL AUDIT*	X	X	X	X	X	X
8.2.3	PROCESS MONITORING/MEASUREMENT	X			P		
8.2.4	PRODUCT MONITORING/MEASUREMENT				X		
8.3	CONTROL NONCONFORMING PRODUCT				X		
8.4	ANALYSIS OF DATA*	X	X	X	X	X	
8.5.1	CONTINUAL IMPROVEMENT*	X	X	X	X	X	X
8.5.2	CORRECTIVE ACTION*	X	X	X	X	X	X
8.5.3	PREVENTIVE ACTION*	X	X	X	X	X	X
	USE OF MARKS*	X	X	X	X	X	X

CURRENT SECTIONS COVERED (SURVEILLANCE NUMBER)		S06	S06	S05	S05	S05	S04-6/06
FUTURE SURVEILLANCE PLANNING	NEXT YEAR	REO1B 5/07	REO1B 5/07	RE01A 11/06	REO1A 11/06	REO1A 11/06	
	FOLLOWING YEAR					12/07	

AUDIT ACTIVITY RECORD

Audit trail reviewed / Personnel interviewed / Documentation reviewed / Departments or Processes Audited
Objective evidence sampled

4.2.1, 4.2.2, 4.2.3, 4.2.4
Interviewed Procedures and Standards Program Manager. Reviewed Updated Quality Manual (Rev #21) to ensure continued suitability and compliance to the requirements of the standard. All required procedures are in place. Changes to the Quality Manual and procedures continue to meet the requirements of the standard. Exclusions noted and justified include 7.5.1.5, 7.5.2, 7.5.4, 6.6.

5.4.1, 4.2.4 Interviewed division management and confirmed the identification and measures of the objectives. Objectives cascade from top management to task level and are tied to performance appraisal.

8.2.2, 4.2.4 Reviewed the internal audit schedule, verified documentation of audit results and nonconformances. Interviewed Standards Program Manager. It is difficult to determine what clauses of the standard have been audited or are scheduled to be audited as the relationship between the scheduled audits and standard are not demonstrated. .Associated records are in place and available for review.

8.5.1 Numerous continual improvement activities have taken place. Ref: “W” drive improvements for courseware, Auditor training , continued upgrade of documented procedures. The records of activities have been maintained.

8.5.2, 4.2.4 The corrective action process has been improved from previous visits. All corrective action responses have been received in a timely manner. Records of corrective actions have been maintained and followed through to closure. Ref: 0620008, 0625007, 062506, 062004, 062003..

8.5.3 Reviewed the documentation of preventive action activities all have been fully documented , records are retained and follow-up performed. Ref: P0620008, P0625007, P0620001.

5.6, 8.2.1, 4.2.4 Interviewed division management, reviewed the management review meeting minutes. All required subjects have been addressed in the meetings. Although Management review is only conducted yearly it is supported by numerous weekly and/or monthly meetings. Constant customer feedback from courses is monitored, internal audit meeting as each audit is conducted, nonconforming product ties directly to customer feedback. All meetings are documented and records are maintained.

7.4.2 Interviewed the COTR and reviewed interfaces with AMQ Contracts/Procurement organization. Verified the maintenance of contracts and their revisions. Contracts are primarily for contracting instructors and the cost associated with training.. Ref: DTFA 02-02-D-13356 Delivery Order 26.

AREAS OF GOOD PERFORMANCE

AREAS FOR IMPROVEMENT

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AUDIT ACTIVITY RECORD

NONCONFORMANCES AND OBSERVATIONS

NUM	REF	ISSUES RAISED	CLASS
1	8.2.2	REQUIREMENT STATED: The organization shall conduct audits to determine whether the quality management system meets the requirements of the standard. ISSUE RAISED: The relationship of what is scheduled to be audited and the standard has not been demonstrated. The current process does not clearly show which clauses/requirements are being audited.	**NC**
2		REQUIREMENT STATED: ISSUE RAISED:	
3		REQUIREMENT STATED: ISSUE RAISED	
4		REQUIREMENT STATED:. ISSUE RAISED:	
5		REQUIREMENT STATED: ISSUE RAISED:	
6		REQUIREMENT STATED. ISSUE RAISED	